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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/728,672	12/01/2000	Mai-lan Tomsen	005217.P008	5562
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DIGEO, INC C/O STOEL RIVES LLP 201 SOUTH MAIN STREET, SUITE 1100 ONE UTAH CENTER SALT LAKE CITY, UT 84111			INGVOLDSTAD, BENNETT	
		ART UNIT	PAPER NUMBER	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	09/728,672	TOMSEN, MAI-LAN	
	Examiner	Art Unit	
	Bennett Ingvoldstad	2623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on _____.
- 2a) This action is **FINAL**. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-3,5,7-9 and 23-43 is/are pending in the application.
 - 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-3,5,7-9 and 23-43 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____. |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____. | 6) <input type="checkbox"/> Other: _____. |

DETAILED ACTION

Miscellaneous

1. Please note that the examiner of record has changed.

Response to Arguments

2. The arguments with respect to the rejection of independent claim 40 are moot in view of the new rejection.
3. The arguments with respect to the rejections of independent claims 1 and 23 are not found persuasive.

Applicant argues that the Mankovitz reference does not teach “deferring” a transaction associated with the shopping website” [pg 12]. The Examiner notes that for the rejections of claims 1 and 23, the Macrae reference is combined with the Mankovitz reference and the Garrett reference to show the claimed transaction deferral. See the respective rejections.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the

invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claim 40 is rejected under 35 U.S.C. 103(a) as being unpatentable over Macrae (US 2003/0005463) in view of Garrett (US 6473738), further in view of Dustin (US 6496857), further in view of Mankovitz (WO 98/48566).

Regarding claim 40, Macrae discloses a method comprising:

- receiving a broadcast segment (e.g., a commercial [0048]) including supplemental information for conducting a transaction (a buy link displayed on the screen [0060] pertaining to the commercial [0048]);

Macrae further discloses initiating and partially conducting the transaction (initiating by selecting a buy link [Macrae 0060], and connecting to the product website is part of the transaction in light of Applicant's specification pg. 18, l. 15-16).

Macrae does not further disclose the capability of deferring an initiated and partially-conducted transaction or of capturing a snapshot as claimed.

In an analogous art pertaining to commerce over a data network, the Garrett reference discloses a method for conducting transactions using a 'shopping cart' wherein the consumer accesses the merchandiser via a web site address (Col 1, Lines 29-30). The Garrett reference uses a shopping cart to enable a user to defer a transaction by first placing an item in a shopping cart and then continuing with other activities (ex. continuing to shop [1030], logging out [107] to return at a later time, etc. [Garrett Col 7, Lines 1-27]) before completing the transaction.

Accordingly, it would have been obvious to one having ordinary skill in the art at the time of the invention to utilize the 'shopping cart' teachings of Garrett for the purpose of providing a shopping experience that mirrors the best aspects of 'in-store' shopping (Garrett: Col 1, Lines 16-25; Col 2, Lines 51-59).

Macrae in view of Garrett does not further disclose capturing a snapshot as claimed.

In an analogous art pertaining to interaction with advertisements, Dustin discloses a system that allows a user to defer a transaction related to an advertisement (by saving the ad for later viewing [col. 1, l. 66- col. 2, l. 16]) and take a snapshot of the advertisement, wherein the snapshot comprises "a single, static image of at least a portion" of the advertisement [col. 2, l. 5-16].

Accordingly, it would have been obvious to one of ordinary skill in the art to modify the method so that a snapshot may be taken of the deferred advertisement in order for a user to be reminded of the contents of the stored advertisement [Dustin].

Taken in combination, the references further disclose:

- receiving a command to defer the transaction after a user has initiated and partially conducted the transaction (the user connects to the products web site, thus initiating and partially conducting the transaction [Macrae 0060], saving the item in a shopping cart and e.g. continuing to shop 1030 [Garrett], logging out 107 [Garrett] to return at a later time, etc. [Garrett Col 7, Lines 1-27]), and;

- in response to the command to defer the transaction, capturing a snapshot of at least a portion of the broadcast segment relating to the transaction (capturing a snapshot so that the user may remember the contents of the advertisements for later review [Dustin col. 2, l. 4-16]), the snapshot comprising a single, static image of at least a portion of the broadcast segment [Dustin col. 2, l. 12-16];
- deferring the previously-initiated and partially-conducted transaction (saving the item in a shopping cart and e.g. continuing to shop [1030], logging out [107] to return at a later time, etc. [Garrett Col 7, Lines 1-27]);
- receiving a command to resume the deferred transaction (e.g. the Continue button 1130 [Garrett Fig 11]);
- presenting the retrieved snapshot to restore a user's context in the previously-initiated and partially-conducted transaction [Dustin col. 2, l. 4-16].

With respect to the remaining claim limitations comprising "locally storing the snapshot within a set top box" and "retrieving the locally-stored snapshot", while the Dustin reference prefers to store the snapshots at the server [Abstract], one of ordinary skill would have recognized that the storage in such a method could have been located at either the server or the client. Specifically, Mankovitz discloses a set top box that locally stores snapshots of a broadcast (a still frame from a paused television signal [Mankovitz pg. 3, l. 6-23]). Accordingly, it would

have been obvious to have stored the snapshots locally as claimed for the purpose of accessing the snapshots without depending on the network.

6. Claims 1, 3, 5, 7-9, 23-39, and 41-43 are rejected under 35 U.S.C. 103(a) as being unpatentable over Macrae (US 6473738) in view of Mankovitz (WO 98/48566), further in view of Garrett (US 6473738).

Regarding claim 1, Macrae discloses a method comprising:

- presenting a broadcast segment as part of an interactive television transmission (e.g., a commercial [0048]);
- receiving with the broadcast segment supplemental information related to a transaction offered to a user and involving an item shown in the broadcast segment (a buy link displayed on the screen [0060] pertaining to the commercial [0048]);

Macrae further discloses initiating the transaction (by selecting the buy link [0060]) and partially conducting the transaction (connecting to the product website [0060] is considered part of the transaction in light of Applicant's specification pg. 18, l. 15-16).

Macrae is silent with respect to the process involving the particular storage of 'context information' as well as the particular usage of a 'shopping cart' as claimed.

In an analogous art related to the field of interactive television, the Mankovitz reference discloses a "method" similar to Macrae et al. for "presenting a broadcast segment as part of an interactive television transmission" and "receiving with the broadcast segment supplemental information" (Page 5, Line 15 - Page 6, Line 9) which could also include shopping (Figure 2). Mankovitz further teaches that "responsive to a first command received from a user input device" [28, Fig 1] choosing to interact with the supplemental content the system "locally stores context information related to the transaction, the context information being separate from the supplemental information and indicating a context of the user within the transaction" by virtue of continuously presenting the particular portion of the video at the point in which the user decided to interact with the supplemental content in a manner that continually "restores the user's context within the transaction" (Page 7, Line 27 – Page 8, Line 4). Accordingly, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Macrae et al. using the teachings of Mankovitz for the purpose of advantageously allowing the viewer to interact with supplemental content at their leisure without losing the continuity of the video programming (Mankovitz: Page 2, Lines 5- 15).

Macrae in view of Mankovitz still do not further disclose the use of a shopping cart as claimed.

In an analogous art pertaining to commerce over a data network, the Garrett reference discloses a method for conducting transactions using a 'shopping cart'

wherein the consumer accesses the merchandiser via a web site address (Col 1, Lines 29-30). As illustrated in Figure 5, the method comprises "placing an indication of [an] item in a shopping cart" [537]. Figure 10 illustrates "subsequently displaying the shopping cart including the indication of the item" and further allowing the viewer to defer the transaction to purchase the items (ex. continuing to shop [1030], logging out [107] to return at a later time, etc.)(Col 7, Lines 1-27). Accordingly, it would have been obvious to one having ordinary skill in the art at the time the invention to utilize the 'shopping cart' teachings of Garrett for the purpose of providing a shopping experience that mirrors the best aspects of 'in-store' shopping (Garrett: Col 1, Lines 16-25; Col 2, Lines 51-59).

Taken in combination, the references further teach:

- responsive to a first command received from a user input device [Macrae/Mankovitz input device 28], the first command received from the user input device after a user has initiated and partially-conducted the transaction (after a user has selected the buy link and connected to the product website [Macrae 0060]), placing an indication of the item in a shopping cart [537, Garrett Fig 5], deferring the previously-initiated and partially-conducted transaction (ex. continuing to shop [1030], logging out [107] to return at a later time, etc. [Garrett Col 7, Lines 1-27]), locally storing the supplemental information received prior to the first command (web link is stored in a buffer [Macrae 0045] or in a directory [Macrae 0048] or bookmarks memory [Macrae 0050] for later selection), and locally

storing context information relating to the transaction, the context information being separate from the supplemental information and indicating a context of the user within the transaction (the paused frame indicating the context in the broadcast from which the user selected the web link [Mankovitz pg. 7, l. 12 – pg. 8, l. 4], the web link being part of a product transaction [Macrae 0060]);

- subsequently displaying the shopping cart including the indication of the item [Garrett Fig 10]; and
- in response to a user selection of the item in the shopping cart (a selection of Checkout button 106 [Garrett Fig 10]), retrieving the locally-stored supplemental information and context information (supplemental information being necessary for sending the viewer's order [Macrae 0060] and context information used to restore the place in the commercial broadcast to which the order link pertains [Mankovitz pg. 7, l. 12 – pg. 8, l. 4]), and using the supplemental information and context information to respectively resume the previously-initiated and partially-conducted transaction pertaining to the item and restore the user's context within the transaction (displaying the paused frame to illustrate the context in the broadcast commercial to which the order link pertains [Mankovitz pg. 7, l. 12 – pg. 8, l. 4] and completing the order using the supplemental information / order link [Macrae 0060])

Claim 3 is rejected wherein the "broadcast segment comprises a commercial" (Macrae et al.: Para. [0048]; Mankovitz: Page 5, Lines 15-22).

Claim 5 is rejected wherein "the context information comprises at least a portion of a broadcast segment, and wherein using the context information includes streaming the at least a portion of the broadcast segment" for display (Mankovitz: Page 7, Line 27 - Page 8, Line 4).

Claim 7 is rejected wherein Garrett illustrates that method further comprises "prompting for a selection to complete the transaction" [106] and "in response to the selection, completing the transaction" [1735] (Figure 17).

Claim 8 is rejected wherein the Garrett illustrates that "responsive to user selection to conduct the transaction," [106] the system "processes user input information related to conducting the transaction" (Garrett: Figure 17; Col 13, Lines 9-30).

Claim 9 is rejected wherein "subsequent to receiving the user selection of the item in the shopping cart" (Checkout 106 [Garrett Fig 10]), the system "connects to a communication network to obtain at least some additional information usable for the transaction" (ex. gift wrapping, shipping information, etc.) (Garrett: Col 13, Lines 9- 23).

Regarding claim 23, Macrae discloses a method comprising:

- receiving a broadcast segment (e.g., a commercial [0048]) including supplemental information sufficient for conducting at least a portion of a

transaction (a buy link displayed on the screen [0060] pertaining to the commercial [0048]);

- notifying a user that the transaction is available (by displaying a buy link [0060]);
- initiating the transaction (selecting the buy link [0060]);
- partially conducting the transaction (connecting to the provider's website [0060], which is considered part of a transaction in light of Applicant's specification pg. 18, l. 15-16);

Macrae is silent with respect to the process involving the particular storage of 'context information' as well as the particular usage of a 'shopping cart' as claimed.

In an analogous art related to the field of interactive television, as previously noted, the Mankovitz reference discloses a "method" similar to Macrae et al. for "receiving a broadcast segment including supplemental information sufficient for conducting at least a portion of a transaction" (Page 5, Line 15 - Page 6, Line 9) which could also include shopping (Figure 2). Mankovitz further teaches "storing context information relating to the transaction, the context information being separate from the supplemental information and indicating a context of the user within the transaction" by virtue of continuously presenting the particular portion of the video at the point in which the user decided to interact with the supplemental content in a manner that continually "restores the user's context within the transaction" (Page 7, Line 27 – Page 8, Line 4). Accordingly, it would

have been obvious to one having ordinary skill in the art at the time the invention was made to modify Macrae et al. using the teachings of Mankovitz for the purpose of advantageously allowing the viewer to interact with supplemental content at their leisure without losing the continuity of the video programming (Mankovitz: Page 2, Lines 5-15).

In an analogous art pertaining to commerce over a data network, the Garrett reference discloses a method for conducting transactions using a 'shopping cart' wherein the consumer accesses the merchandiser via a web site address (Col 1, Lines 29-30). As illustrated in Figure 5, the method comprises "partially conducting [a] transaction" [537] in association with the placing of an item in a shopping cart [537] and "in response to receiving a user command to defer the transaction" (ex. continuing to shop [1030], logging out [107] to return at a later time, etc.), "storing context information relating to the transaction" (ex. shipping information, what items are scheduled for purchase, who the items are for, etc.) and "deferring the partially-conducted transactions" (Col 7, Lines 1-27).

Subsequently, the system can "receive a user command to resume the deferred transaction" associated with the desire to complete the purchase from the "point at which it was deferred" (ex. already added shipping information, particular products, etc.). Accordingly, it would have been obvious to one having ordinary skill in the art at the time the invention to utilize the 'shopping cart' teachings of Garrett for the purpose of providing a shopping experience that mirrors the best aspects of 'in-store' shopping (Garrett: Col 1, Lines 16-25; Col 2, Lines 51-59).

Taken in combination, the references further disclose:

- in response to receiving a user command to defer the previously-initiated and partially-conducted transaction (ex. continuing to shop [1030], logging out [107] to return at a later time, etc. [Garrett Col 7, Lines 1-27]);
 - storing the supplemental information (storing the product web link for later access to the goods and services website [Macrae 0050, 0060]);
 - storing context information relating to the transaction, the context information being separate from the supplemental information and indicating a context of the user within the transaction (context information associated with either the broadcast segment itself [Mankovitz] or other information associated with the 'context of the user' related to the purchase e.g. shipping information, who the item is for, etc. [Garrett]);
 - deferring the previously-initiated and partially-conducted transaction (ex. continuing to shop [1030], logging out [107] to return at a later time, etc. [Garrett Col 7, Lines 1-27]);
 - receiving a user command to resume the deferred transaction (returning to the shopping cart [Garrett Fig 10]); and
 - retrieving the stored supplemental information and context information (the stored supplemental information is necessary to access the products website [Macrae 0060]) and the context

information (associated with either the broadcast segment itself in order to provide the context of the broadcast [Mankovitz] or other information associated with the 'context of the user' related to the purchase e.g. shipping information, who the item is for, etc. [Garrett]); and

- using the supplemental information and context information to resume the deferred transaction from the point at which it was deferred (returning to the shopping cart [Garrett]), such that steps involved in partially conducting the transaction need not be repeated (e.g., finding and selecting the item need not be repeated when the item is stored in the shopping cart [Garrett]), and restore the user's context within the transaction (by again providing the paused image from the broadcast associated with the item [Mankovitz pg. 7, l. 12 – pg. 8, l. 4] or loading information associated with the 'context of the user' related to the purchase e.g. shipping information, who the item is for, etc. [Garrett])

Claim 24 is rejected wherein "storing the supplemental information comprises storing a URL of a website" (Macrae et al.: Para. [0024]).

Claim 26 is rejected wherein "storing the supplemental information comprises locally storing the supplemental information within a set top box" (Macrae et al.: Para. [0022] and [0024])

Claim 27 is rejected wherein "storing context information comprises storing information previously entered by a user in connection with the transaction" such as the particular party that the item is being purchased for as well as the shipping information (Garrett: Figures 4- 5).

Claim 28 is rejected wherein "storing context information comprises storing one or more URLs of websites accessed in connection with the transaction" such those corresponding to other websites associated with the video segment (ex. Trivia)(Macrae et al.: Figures 3-4; Para. [0022] and [0033]).

Claim 29 is rejected wherein "storing context information comprises storing content retrieved from websites accessed in connection with the transaction" such those corresponding to other websites associated with the video segment (ex. Trivia)(Macrae et al.: Figures 3-4; Para. [0022] and [0033]).

Claim 30 is rejected wherein "storing context information comprises storing at least one snapshot of the broadcast segment relating to the transaction" (Mankovitz: Page 7, Line 12 - Page 8, Line 4).

Claim 31 is rejected wherein "storing at least one snapshot of a television commercial comprises storing the at least one snapshot locally within a set top box" (Mankovitz: Page 4, Lines 26-37; Page 8, Lines 27-35).

Claim 32 is rejected wherein "storing at least one snapshot of a television commercial comprises locally capturing the at least one snapshot from the broadcast segment" (Mankovitz: Page 7, Line 26 - Page 8, Line 4)

Claim 33 is rejected in light of the combined teachings wherein "storing context information comprises storing an indication of a current action" (ex. added item X to shopping cart) "within a set of actions of the transaction" (ex. adding shipping information, adding additional parties, etc.) "at which point the transaction is to be deferred".

Claim 34 is rejected wherein "storing context information comprises storing the context information locally within a set top box" (Macrae et al.: Figures 3-4; Para. [0022] and [0033]) (Mankovitz: Page 7, Line 26 - Page 8, Line 4).

Claim 36 is rejected wherein "receiving a user command to resume the deferred transaction comprises: display a list of deferred transactions; and receiving a-user selection of a deferred transaction to resume" (Garrett: Figure 5).

Claim 37 is rejected wherein "receiving a user command to resume the deferred transaction comprises display with the list of deferred transactions a list of previously completed transactions" [511] and a "list of cancelled transactions" [512] associated with the removal of an item for purchase (Garrett: Figure 5; Col 7, Line 59 - Col 8, Line 36).

Claim 38 is rejected in light of the combined teachings wherein "displaying a list of deferred transactions comprises automatically displaying a list of deferred transactions during a commercial break" in so far as the particularly displayed or 'frozen' video segment is a portion of the 'commercial break'. The particularly

displayed 'list of deferred transactions' illustrated in Figure 5 of Garrett therefor is displayed during a time-shifted 'commercial break'.

Claim 39 is similarly rejected in light of the combined teachings wherein "displaying a list of deferred transactions comprises automatically displaying a list of deferred transaction after the broadcast segment program being currently viewed has ended" given that the particular transaction list may be compiled over a long period of time (Garrett: Col 14, Lines 23-27) and the system provides the ability to time-shift viewing.

Claim 41 is rejected wherein "partially conducting the transaction comprising storing an indication of an item related to the transaction in a shopping cart" [537] (Garrett: Figure 5).

Claim 42 is rejected wherein "partially conducting the transaction comprises receiving user input related to the transaction" such as the particular selection by the user to access the shopping feature from the list of available features, adding information related to shipping addresses, etc.

Claim 43 is rejected wherein "storing context information comprises storing transaction status information" wherein transaction status information may be construed as information related to the particular state of the transaction such as whether or not an item has been added to the shopping cart and purchased as illustrated in Figure 5 of Garrett.

7. Claim 25 is rejected under 35 USC 103(a) as being unpatentable over Macrae et al. (US Pub No. 2003/0005463 A1), in view of Mankovitz (WO 98/48566), in view of Garrett (US Pat No. 6,473,738), and in further view of Blackketter et al. (US Pat No. 6,415,438).

Regarding claim 25, the combined references are silent with respect to the particular usage of 'ATVEF triggers'. In an analogous art pertaining to interactive television, the Blackketter et al. reference discloses the distribution of program related information using "ATVEF triggers" (Col 4, Line 31 - Col 5, Line 40). Accordingly, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify the combined references such that "storing the supplemental information comprises storing an ATVEF trigger" for the purpose of providing an improved means for the particular triggering/presentation of supplemental content so as to enable the trigger to be sent in advance when there is adequate transport bandwidth to transport the trigger (Blackketter et al.: Col 1, Line 62 - Col 2, Line 13).

8. Claim 35 is rejected under 35 U.S.C. 103(a) as being unpatentable over Macrae et al. (US Pub No. 2003/0005463 A1), in view of Mankovitz(WO 98/48566), in view of Garrett (US Pat No. 6,473,738), and in further view of Zigmond et al. (US Pat No. 6,400,407).

Regarding claim 35, the combined references are silent with respect to "notifying comprises presenting an audio indicator of the availability of the transaction". In an analogous art pertaining to interactive television, the Zigmond et al. reference provides evidence as to "notifying comprising presenting an audio indicator of the availability of [a] transaction" with supplemental content (Col 3, Lines 27-65; Col 5, Lines 14-28). Accordingly, it would have been obvious to modify the combined references such that the "notifying comprises presenting an audio indicator of the availability of the transaction" for the purpose of providing a means to alert individuals to availability supplemental content that may have difficulty in seeing the screen and/or so as to provide a more intelligent mechanism for communicating logical addresses associated with a video signal (Zigmond et al.: Col 2, Lines 28-39)

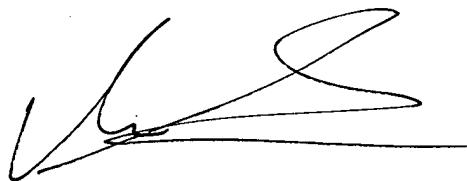
Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bennett Ingvoldstad whose telephone number is (571)270-3431. The examiner can normally be reached on M-Th 8-6:30 EST.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Vivek Srivastava can be reached on (571) 272-7304. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

BI



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